Commercial Cyber Liability Insurance

Prospectus

Introduction

Commercial Cyber Liability Insurance provides cover for an insured's liability, costs and losses connected with

1. Unauthorised transactions
2. Email spoofing and Phising
3. Vishing

Coverage

The following insurance covers under the policy are applicable for Claims which are first made against the Insured, during the Policy Period (or the Extended Reporting Period, if applicable) The various insuring Clauses are

Unauthorized transaction cover- Direct financial loss resulting from an unauthorized and fraudulent use of Bank Account, Credit/Debit Cards, UPI, Mobile wallets, Travel & Gift Cards.

Email spoofing and phishing cover- Direct financial loss resulting from an unauthorized and fraudulent transaction through Email spoofing and phishing.

Vishing cover- direct financial loss resulting from an unauthorized and fraudulent transaction through Vishing, provided they are unrecoverable from any other sources.

Important Definitions

Computer System means desktop, laptop, smartphone, phones, tablet and other smart devices owned and/or operated.

Data means the act of a Third Party obtaining financial and other confidential information by cloning of card with electronic equipment such as Skimmers.

E-mail spoofing or Phishing means the act of a Third Party obtaining financial and other confidential information masquerading as a reputable entity (including but not limited to a bank) over an email or a fraudulent website or other digital channels.

Vishing means the act of a Third Party obtaining financial and other confidential information from You by masquerading as a reputable entity and fraudulently taken your personal information over a voice Call

Personal Information -

means Your private details (including any online authentication information) relating to Your identity that will allow You to be identified, such as:

a) Full name

ICICI Lombard General Insurance Company Limited
UIN- IRDAN115CP0003V01201819

b) Passport number

c) Mailing and/or home address

d) Driving license number

e) Telephone number(s)

f) Online login ID and password

g) Credit/Debit Card number

h) Bank Account number

i) Aadhar Card Number

Personal Information does not include publicly available information that is lawfully made available to the general public from any source including government records.

Third Party - means any person or entity who deals at arm's length with You and which neither controls nor is controlled by You. Third party shall not be: a) Any person covered under this Policy; or b) Any person or entity who is in an employer-employee relationship with You

We/Ours/Us- means ICICI Lombard General Insurance Company Ltd

You/ Your - means the individual insured whose name is specifically appearing in the Certificate of Insurance

Other Important Terms and Conditions

Claim Series

All losses arising out of the same, continuous, related or repeated acts shall be treated as arising out of a single Unauthorized and fraudulent transaction, shall be subject to the terms, conditions, exclusions and single Aggregate Policy Limit in effect at the time the first such Unauthorized and fraudulent transaction occurs.

Proof of Loss

You shall furnish a proof of Loss with full particulars of the Loss to Us in support of any claim under the policy within one month of reporting the claim. The claim shall be accepted using the following proof of loss

1) Direct financial loss caused by an Unauthorized Fund Transfer, Email spoofing & phishing and Vishing cover –

a) Proof of reporting to bank or credit or mobile wallet organization;

b) Proof that the bank or credit or mobile wallet organization is not indemnifying such loss to You;

c) Complaint letter acknowledged by Police.

d) Copy of Bank Statement Note

Claims

a) In the event of a claim, please contact Us and We will provide You with any advice You may need

b) The payment of claims is dependent on Your providing all necessary information. Upon learning of any circumstances likely to give rise to a claim, You must provide all relevant documents including receipts, bills and other records in support of Your claim.

c) We have the sole control of any legal action and all related negotiations. You must make no admission or settlement and must not enter into any correspondence or exchange of communications about the claim without our prior authorization except where notification is required to be made to banks or credit organization or mobile wallets and the police.

d) All claims are paid in INR. If You suffer a loss which is in a foreign currency, the amount will be converted into INR at the exchange rate on the date of the loss

The above is a summary of some of the important terms, conditions and exclusions. For complete details on coverage, terms, conditions and exclusions, please contact the Insurer's office and refer to the Policy document carefully and understand the same before concluding the sale.

Grievance Redressal :

For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free no.1800-2666 or may approach us at the sub section "Grievance Redressal" on our website www.icicilombard.com (Customer Support section). However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal - https://bimabharosa.irdai.gov.in/ or IRDAI Grievance Call Centre(IGCC) at their toll free no. 1800 4254 732 / 155255.

You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. Details of Insurance Ombudsman offices are available at IRDAI website: www.irdai.gov.in, or on the Company's website at www.icicilombard.com

STATUTORY WARNING

PROHIBITION OF REBATES

(Under Section 41 of Insurance Act 1938)

(1)No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to [take out or renew or continue] an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing [or continuing] a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

[Provided that acceptance by an insurance agent of commission in connection with a policy of any class of insurance business taken out by himself in relation to risks associated with his own life, health or property shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.]

(2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.